MINUTES OF THE
MARICOPA ASSOCIATION OF GOVERNMENTS
TELECOMMUNICATIONS ADVISORY GROUP

March 25, 1999
MAG Office
302 North First Avenue
Phoenix, Arizona

MEMBERS ATTENDING

Debbie Kohn, Avondale, Chairperson
*Sandra Finkbeiner, Cave Creek
 Jim Holmes for Bill Mitchell, Chandler
 Peter Putterman, Fountain Hills
*Glenn Keough, Gilbert
 Steven Jones, Glendale
*Jack Blonski, Goodyear
*Horatio Skeete, Litchfield Park
 Cary Parker for Danica Bunjevic, Maricopa
 County

Jim Hull, Mesa
Ralph Spencer for Sandy Teetsel, Peoria
Greg Binder, Phoenix
Jamie Oman-Saltmarsh, Scottsdale
John Laue, Tempe
Reyes Medranos for Ralph Velez, Tolleson
Sabra Mousavi, ADOT
Eddie Caine, RPTA

*Members neither present nor represented by proxy

OTHERS PRESENT

Betsy Wise, Carefree
Mark Johnson, Guadalupe
Mark Goldstein, IRC
Audrey Skidmore, MAG
Harry Wolfe, MAG
Heidi Pahl, MAG

Ron Bleed, Maricopa Community Colleges
Tom Barr, Norstan
Don Adkisson, Phoenix
Armando Gonzales, South Mountain
Community College
David Deans, US West

1.   Call to Order

     The meeting was called to order at 10:12 a.m. by Debbie Kohn. Tom Barr participated in the meeting
     by telephone.

2.   Approval of February 25,1999 Meeting Minutes

     It was moved by Jamie Oman-Saltmarsh, seconded by Sabra Mousavi and unanimously recommended
     to approve the February 25, 1999 meeting minutes.

3.   Announcements

     Eddie Caine announced that House Bill 2151 died in appropriations 6 to 4 last week. This bill dealt
     with employer incentives for teleworking.

Jamie Oman-Saltmarsh announced that Senate Bill 1272, which creates a credit on license fees for telecommunications companies of the value of in-kind benefits provided to a municipality, has been withdrawn. Ms. Oman-Saltmarsh mentioned that the policy group that was pushing this legislation has agreed to work with the City of Phoenix to devise a model ordinance. Debbie Kohn stated that she would fax TAG members a copy of letter that Ivan Johnson sent about withdrawing this legislation.

Mark Goldstein announced that Senator John Kyl (R-AZ) and Senator Robert Bennett (R-UT), are hosting a Y2K Preparedness Field Hearing & Public Forum with Governor Jane Hull from 10 a.m.-12 p.m. at Arizona State University (ASU) West, Phoenix on April 9, 1999. Mr. Goldstein reported that U.S. Senator Jon Kyl will host a Y2K open forum in Phoenix to provide the public the opportunity to ask questions about efforts of federal, state, and local governments toward Y2K preparedness.

Armando Gonzales announced that the Maricopa Community Colleges District (MCCD) is the largest community college district nationwide and growing. He said their focus is in technology and instruction and that they are looking for partnership opportunities. It was mentioned that Rio Salado College now offers 175 courses via the Internet.

Jamie Oman-Saltmarsh asked if any of the cities represented, had a policy on reimbursing city staff for work calls made from their cellular phones. She explained that the City of Scottsdale currently does not have such a policy.

4.   MAG Videoconferencing Project

Harry Wolfe introduced Tom Barr from Norstan as the lead consultant on the MAG Videoconferencing Project. Mr. Barr gave a status report on the MAG Videoconferencing Project. Mr. Barr stated he is working with Harry Wolfe in refining the draft requirements phase working paper.

Debbie Kohn asked if the short inventory of the community colleges was completed. Tom Barr replied that he is in the process of gathering information and that he has been in correspondence with MAG about this task.

Harry Wolfe mentioned that he and Rita Walton visited Maricopa Community Colleges to discuss their videoconferencing program and the potential for partnership opportunities between the two agencies.

Debbie Kohn asked when TAG members would be able to review the draft requirements working paper. Mr. Barr replied that the paper would be ready prior to the next MAGTAG meeting on April 22, 1999. Mr. Wolfe explained that the paper would be sent in advance of the next committee meeting so that TAG members can comment on the paper prior to the meeting. Mr. Wolfe added that TAG members should circulate the requirements phase working paper to the appropriate city staff.

Peter Putterman asked if Norstan would be doing the site drawings and when the cities could expect to review the drawings. Tom Barr explained that site drawings are designed to be a component of the draft requirements phase working paper, which the cities will be able to review prior to next TAG meeting.

Eddie Caine asked who should receive comments on MAG Videoconferencing Project tasks. Harry Wolfe answered that comments can be given to him and he will forward them to Norstan.

5.   <u>Vendor Demonstration of Videoconferencing Equipment</u>

Harry Wolfe explained that the videoconferencing manufacturer demonstrations would be held at the Phoenix Airport Marriott, located at the 202 and 44th Street in Phoenix.

Tom Barr explained that what he envisions is that manufacturers will provide a company overview, a product explanation, a demonstration of their product or products, and a question and answer period at the end.

Tom Barr asked TAG members how many people will participate in these sessions. Debbie Kohn replied that the number of attendees will vary and cannot be determined until the day of the demonstration.

Jamie Oman-Saltmarsh asked how many manufacturers are expected to be in attendance at the demonstration. Tom Barr replied, about four. Tom Barr stated that he would be present at the demonstration.

Mr. Barr explained that Norstan will create and distribute, at next TAG meeting, an evaluation form to rate different aspects of the manufacturers videoconferencing systems. Mr. Barr said that he will review the things TAG members should be looking for in videoconferencing equipment including: ease of use, video quality, audio quality, naturalness of a group meeting and naturalness of a desktop meeting.

Peter Putterman asked if the manufacturers will include a variety of videoconferencing system sizes. Tom Barr replied yes. He added that he wanted to look at manufacturers who have multiple system sizes.

Mark Goldstein asked if people from education and other government sectors would be invited to the demonstration. Rita Walton replied that the demonstration is an open meeting with preference to TAG members and member agencies.

Jamie Oman-Saltmarsh asked who would be informed about the videoconferencing demonstration. Rita Walton explained that Regional Council, Management Committee, TAG members and others on the TAG mailing list would be invited.

Peter Putterman stated that a handout explaining the MAG Videoconferencing Project and the upcoming vendor demonstration should be distributed at MAG Management Committee and MAG Regional Council. Harry Wolfe stated that the May 3rd date was chosen for the manufacturer demonstration because it is immediately following the Regional Council meeting, where elected officials would be informed and updated on the MAG Videoconferencing Project and manufacturer demonstration.

Jim Hull asked if MAGTAG will know who the manufacturers are before the demonstration. Tom Barr replied that TAG members will know who the manufacturers will be by the next MAGTAG meeting.

Peter Putterman asked if the four vendors are manufacturers or distributors. Tom Barr said that they will all be manufacturers.

Tom Barr discussed the possibility of having a demonstration for the technical track,

the policy track and the management track.

Jim Holmes from the City of Chandler, mentioned that usually non-technical managers like to have technical staff with them during manufacturers demonstration.

Debbie Kohn asked if TAG members could receive a one page outline of the agenda for the manufacturer demonstration. Mr. Barr replied that he would have the handout ready by the next TAG meeting.

Tom Barr stated that all manufacturers would have access to equivalent infrastructure to allow for equitable comparisons between manufacturers. He mentioned that manufacturers would demonstrate digital network via ISDN and each manufacturer would be using the H.320 standard and a bandwidth of 384 kbps. Mr. Barr explained that the manufacturers would be demonstrating desktop, settop, and room systems but that all of the manufacturers can not demonstrate at the same time; therefore the manufacturers would demonstrate certain systems at set times.

6.   Educational Topics

Harry Wolfe explained that to educate members of the MAGTAG about various aspects of videoconferencing, one agenda item each month will be devoted to an educational videoconferencing issue. He stated that the second educational issue is videoconferencing standards and how they relate to the MAG Videoconferencing Project. In addition Mr. Wolfe mentioned that an attachment of videoconferencing buzzwords was added to the agenda.

Mr. Wolfe mentioned that there may be opportunities for the MAGTAG to visit other sites to look at different videoconferencing arrangements, equipment and integration.

Tom Barr explained the technical aspects of videoconferencing standards by providing an overview of standards H.320 and H.323. Mr. Barr explained that in order for people to easily communicate using different videoconferencing systems, standards were created. Tom Barr stated that H.320 is the videoconferencing standard over ISDN and other digital phone lines. The H.320 is the current standard and it has a guaranteed quality of service. One of the drawbacks of H.320 is cost. Tom Barr reported that the H.323 standard provides a foundation for audio, video, and data communications across IP-based networks, including the Internet. He explained that H.323 is an umbrella recommendation from the International Telecommunications Union (ITU) that sets standards for multimedia communications over Local Area Networks (LANs) that do not provide a guaranteed quality of service. The benefits of using H.323 is that it is cost-effective because it uses existing infrastructure and the user will not be paying for long distance charges. Mr. Barr explained that H.323 is the future standard for videoconferencing and that manufacturers are moving towards supporting both standards.

Jamie Oman-Saltmarsh said that the City of Scottsdale has 4 VTEL videoconferencing systems for which they are currently receiving end user training.

Jamie Oman-Saltmarsh suggested marketing and promotion of the videoconferencing project as an educational topic. Once the equipment is installed it was suggested that we demonstrate the applications to encourage use of equipment.

7. Videoconferencing and the Open Meeting Law

Harry Wolfe mentioned that as we proceed to implement the MAG Videoconferencing Project it will be necessary that teleconferenced meetings comply with the Arizona Open Meeting Law and the Arizona Agency Handbook. Mr. Wolfe stated that when Coachella Valley Association of Governments (CVAG) holds a meeting they do so in accordance with the Brown Act, which is the California equivalent of the Arizona Open Meeting Law. He also mentioned that the Arizona Open Meeting Law does not specifically address teleconferencing but that the Arizona Agency Handbook does have information on teleconferencing and the open meeting law. He noted that section 7.9.2 of the Arizona Agency Handbook requires that certain procedures be followed when holding a teleconferenced meeting. Mr. Wolfe also pointed out that the Attorney General opinions on the Arizona Agency Handbook were attached to the agenda.

Debbie Kohn agreed that Section 7.9.2 of the Arizona Agency Handbook was straight forward. She cited the following requirements:

1. The notice and the agenda should state that one or more members of the public body will participate by telephone or video communications.

2. The public meeting place where the public body normally meets should have facilities that permit the public to observe and hear all telephone or video communications.

3. The public body should develop procedures for clearly identifying all members participating by telephonic or video communications.

4. The minutes of the meeting should identify the members participating by telephonic or video communications and describe the procedures followed to provide the public access to all communications during the meeting.

Mark Goldstein asked if videotaping would be required for videoconferenced meetings.

Peter Putterman reported that videotapes are not official meeting record in Fountain Hills and that audio tape recordings and written meeting minutes are official meeting records.

Sabra Mousavi stated that Arizona Department of Transportation (ADOT) is now using teleconferencing for State board meetings and agreed with Peter Putterman, that meeting minutes and audio tape recordings are official records.

Debbie Kohn announced that there is the opportunity for one TAG committee member to audio conference to future TAG committee meetings, on a first come first serve basis.

Jamie Oman-Saltmarsh stated that Scottsdale can have up to eight people on a conference call. Harry Wolfe stated that MAG can accommodate two people audio conferencing without incurring additional expenses.

8. Telecommuting Program

Eddie Caine provided an update on the Telecommuting Program. He distributed materials on Project ADOPT and Telework. In regards to the scope of work for RPTA's Telework Guide to Connecting the Remote Worker, Mr. Caine explained that there are four tasks in the scope of work and that they are currently in the process of completing the first two tasks. He announced that their consultant, Kathy DeBoer, will provide an update on the Telework component of the project at the next MAGTAG meeting.

Mr. Caine noted that most comments from the executive interview and telephone surveys on the telecommuting and telework research project were optimistic and positive. However, he did say that some people are still lacking an understanding of connecting employers to their remote workers.

Eddie Caine stated that the goal of Ozone Alert Plan is to avoid federal economic sanctions. Mr. Caine distributed a list of employers committed to the Governors Ozone Alert Program. John Laue and Jim Hull requested a copy of this list.

Eddie Caine announced that RPTA would help certain employers if they feel that they find it difficult to implement a telecommuting program.

9.   Date of Next Meetings

The next meeting of the MAGTAG will be held on Thursday April 22, 1999 at the MAG Office Building. The remainder of meetings for 1999 are as follows:

April 22, 1999
May 27, 1999
June 24, 1999
July 22, 1999
August 26, 1999
September 23, 1999
October 28, 1999
December 9, 1999

Jamie Oman-Saltmarsh stated that she would like MAG to provide cups and drinking water at MAGTAG meetings.

The meeting was adjourned at 11:55 a.m.